

MAY 29 2015

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 21-APR-2015	Repository ☐ Reference No. 10711967
OWNER INFORMATION (Type or Print)			
Name			
Address			
City	JACKSONVILLE	State	FL
Zip Code			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G4PR5SK7C4		Make BUICK	Model VERANO
		Model Year 2012	
Date Purchased June 11, 2012	Dealer's Name and Telephone Number Coggin Buick		Engine: No: Cylinders 4
Original Owner ☒	Dealer's City JACKSONVILLE	State Fla.	Zip Code 32210
Transmission Type ☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: electrical components.	Incident Date(s) 09-AUG-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 140000 AIR BAGS All electrical components. Modules don't communicate Sensors are out.		Failure Mileage 5000	Failure Speed 40
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es) and injury(ies).)			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).			
TL* THE CONTACT OWNS A 2012 BUICK VERANO. WHILE DRIVING APPROXIMATELY 40 MPH, THE DRIVER SIDE AIR BAG WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER ON SEPARATE OCCASIONS AND SERVICED UNDER NHTSA CAMPAIGN NUMBERS: 12V522000 (AIR BAGS) AND 13V023000 (AIR BAGS); HOWEVER, THE FAILURE PERSISTED AFTER EACH RECALL REPAIR. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 5,000. Airbag lights still on. No modules working. All sensors in back are out. Electrical problems began while car still under warranty. GMC, Coggin Buick refuses to fix or repair the issues. Airbag is still a problem, along with all electrical issues!!			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The car was purchased by me, as a new car, on Time 11, 2012. Shortly after purchase, the air bag warning lights, traction lights and other electrical warning lights. These issues were never properly repaired by Crossin Buick. I reported issues to GMC Corporate office who had me take the car to a different Buick dealership (Key Buick) and once they told Stephanie, at corporate, the costs to repair all of the issues and replace modules, GMC then refused to do anything other than replace the steering column. The air bag warning light is still on and the back sensors are still out.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



**BUICK - GMC**

"The Dealership That's Different"
P.O. Box 17639 • 4660 Southside Blvd.
Phone 904/842-6060
JACKSONVILLE, FLORIDA 32245-7639
VISIT OUR WEBSITE AT
www.keyautocompany.com

MOTOR VEHICLE REPAIR
REGISTRATION NUMBER

MY-3099



01011

CUSTOMER NO.	ADVISOR DENNIS M. SAWYER	TAG NO. 247	INVOICE DATE 04/01/15
	LABOR RATE	LICENSE NO.	COLOR MOCHA BROWN
	YEAR / MAKE / MODEL 12/BUICK/VERANO	MILEAGE 59,824	DELIVERY DATE
	VEHICLE I.D. NO. 1G4PR5SK7C4	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/30/15
COMMENTS			

MO: 59824

LABOR & PARTS

THE CUSTOMER STATED THAT THE AIR BAG AND SERVICE REAR ASSIST WARNINGS COME ON. GIVE A HISTORY DATE ON WHEN THEY CAME ON. FOUND TROUBLE CODES U0074, U0121, U0170 STORED. SHORT IN THE FRONT PASSENGER SEAT PAD MODULE. THIS AREA SHOWED SIGNS OF PREVIOUS ENTRY. ESTIMATE TO REPLACE MODULE \$1008.00 & TAX. FOUND A FUSE MISSING FOR THE REAR ASSIST WARNING SYSTEM. REPLACED THE FUSE BUT A FURTHER SHORT OR DATA LINE INTERRUPTION IS PRESENT. FURTHER DIAGNOSIS DECLINED. THE FRONT AIR BAG MODULE, MISSING FUSE & DATA LINE PROBLEM DO NOT APPEAR CONSISTANT WITH THE SLIGHT REAR BUMPER COVER CONCERN.

JOB # 1 TOTAL LABOR & PARTS 60.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	HW	HAZARDOUS MATERIALS	2.00
JOB # A	SS	SHOP SUPPLIES	4.20
JOB # 1	D61	REFUSED HAZ WASTE FEE	-2.00
JOB # 1	D67	REFUSED MISC CHARGES	-4.20
TOTAL - MISC			0.00

COMMENTS

CLW

TOTALS

[] CASH [] CHECK [] A/R [] M/C VISA [] AMEX

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES
LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

HAZ MATERIALS IS A VOLUNTARY FEE FOR ENVIRONMENTAL SAFETY

SHOP SUPPLIES CHARGED REPRESENT COSTS AND PROFITS TO THE
MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP
SUPPLIES

PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES
WHICHEVER COMES FIRST

**ALL PARTS ARE NEW UNLESS NOTED AS USED, REBUILT OR
RECONDITIONED IN THE PART DESCRIPTION FIELD**

TOTAL LABOR....	60.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	6.20
TOTAL MISC DISC	-6.20
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 60.00

CUSTOMER SIGNATURE

2012 Buick Verano

Geico

COPY

05-20-15

TO NHTSA

Re: 1G4PR5SK7C4 [REDACTED]

2012 Buick Verano - Mocha Brown color

The airbag warning lights were on prior to the car being taken in for the 2 recall repairs on the same airbag. Even after the recall repairs the airbag warning light is still on!

Could this be one of the airbags made by that Japanese Company that is now under fire? Coggins Buick has been unable to determine the cause of the airbag warning, even after 2 recall repairs.

All light sensors in back are out! Coggins can't or won't repair.

These were problems that were present back at 5000 miles, on the vehicle.

Different warning lights have been going on, intermittently, within months of having purchased the car.

GMG has been made aware of the issues, but reneged on doing anything but repairing the steering wheel column. They refuse to look into the airbag problem and sensor problems.

The driver's seat electrical is out so seat doesn't move. * Windshield of the car had to be resealed due to leaks, at 25,000 miles. [REDACTED]